

Comments from past participants

*"I felt for the first time that I was
heard by the other party."*

*"There's a new plan for direction —
Came away with clear objectives."*

*"Relaxed & informal — helped the
group open up."*

*"We all gained insight into our
behavior."*

*"The skills of the mediators allowed
emotions while keeping track of
the issues."*

*"We have a good baseline for
resolving the issue under more
cooperative methods."*

*"We worked through all the
rumors."*

*"We broke through some barriers
today that will improve our
working relationship."*

"Clears the air in a respectful way."

*"Provides a safe forum to discuss
issues able to move forward."*

*"I believe having an impartial
audience is key — gets people
talking."*

*"I have ALREADY recommended it
to co-workers!"*

How can I get help?

For a confidential discussion about how
mediation can help you, call your agency's
representative:

Phone number: _____

E-mail: _____

If the space above is blank, call Shared
Neutrals directly at the number below.

Where is it available?

The program is available wherever
participating agencies operate. If you
work in a remote location, you may request
a mediator from another area.

How much does it cost?

Because participating agencies share staff,
time and other costs, mediation services are
provided at no cost to you. All we ask in
return is your honest evaluation of our
services.

Shared Neutrals

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Workplace Problem?



Try Mediation

Shared Neutrals

A Dispute Resolution
Exchange

Providing convenient,
timely and confidential dispute
resolution services.

Workplace conflict

Conflict is a natural product of people working dynamically together. Workplace conflicts usually include some of the following elements:

- Personality differences
- Communication styles
- Misunderstood intentions
- Unclear roles/expectations

Our everyday ways of dealing with conflict don't always work well, and adversarial ways of resolving disputes can damage long-term working relationships. If ignored, some conflicts can increase tension, lower productivity and morale, and erode trust.

Skillfully addressed, conflict can be a powerful force for creative solutions and better communications.

How can mediation help?

Mediation is one of the most commonly used forms of dispute resolution.

Mediation is an informal, yet structured conversation in which people in conflict discuss their issues directly with each other. Mediators — trained and impartial — listen to all participants and guide them to clarify their

issues, help them see each other's point of view and move toward agreement.

In mediation, decisions that *affect you* are *decided by you*, and resolution is reached only when all parties agree.

What is Shared Neutrals?

Shared Neutrals is a cooperative arrangement between federal, state and local agencies in the Oregon and Southwest Washington region. Member agencies submit disputes for resolution and share a pool of qualified, objective mediators.

Our mediators are from member agencies. They come from all types and levels of jobs. They serve on cases for agencies other than their own to provide an extra degree of neutrality and confidentiality.

Each mediator has . . .

1. Training which satisfies the Oregon Dispute Resolution Commission's standards;
2. Agreed to abide by the Standards of Practice of the Oregon Mediation Association; and
3. A commitment to maintaining confidentiality and encouraging the good faith participation and self-determination of all parties.

Types of conflicts Shared Neutrals works with

Employment/Workplace

- Communication
- Cross-cultural
- Interpersonal
- Multi-party
- Employees, staff and management

Equal Employment Opportunity

- Discrimination
- Harassment

Other agency disputes, such as:

- Environmental/public policy (except significant questions of government policy)
- Contracts
- Agency/Client-Customer

Why mediate?

Consider this . . .

Mediation	Formal Systems
Parties help create solutions	Someone else decides
Win/Win	Win/Lose
Cooperative	Adversarial
Builds relationships	Can damage relationships
Informal	Formal
Quick	Drawn out
Voluntary	Enforced